



KanCare Ombudsman Report

Quarter 3, 2019 (based on calendar year)

July 1 – September 30, 2019

Data downloaded 10/17/19

KanCare Ombudsman Office

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I. Highlights/Dashboard

A. Increased calls for Topeka office

Topeka office is significantly up in calls while Wichita is significantly down in calls. This is due to a new staff person in Wichita. During her several weeks of training and prior to her being hired, extra calls were sent to the Topeka office.

| Contacts by Office | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Main - Topeka | 772 | 619 | 491 | 546 | 561 | 620 | 733 |
| Olathe | 68 | 81 | 223 | 177 | 166 | 213 | 212 |
| Wichita | 374 | 359 | 371 | 401 | 333 | 264 | 126 |
| Total | 1,214 | 1,059 | 1,085 | 1,124 | 1,060 | 1,097 | 1,071 |

B. Divided Issues Category into three sections (pages 13-15)

To make it easier for staff, volunteers and stakeholders to review issues the office is contacted about, we have divided the **Issues Category** into three sections:

- Medicaid Issues
- Home and Community Based Services/Long Term Services (HCBS/LTS) – Long term services would include nursing facilities
- Other issues - to help better understand concerns that may be related to Medicaid.

C. New data being tracked

- Program Type: five new program types tracked (page 12)
- Issues Category/Medicaid Issues: Seven new issues tracked (page 14)
- Issues Category/Other Issues: six new issues tracked (page 15)

D. New Data Category - Tracking cases with priority codes - as needed (page 13)

The Ombudsman Office is tracking these priorities for two purposes:

- This allows our staff and volunteers to pull up pending cases, review their status and possibly request an update from the partnering organization that we have requested assistance from.
- This helps provide information on the more complex cases that are worked by the Ombudsman Office.

The priorities are:

- Home and Community Based Services – HCBS
- Long Term Services/Nursing Facility – LTS/NF
- Urgent Medical Need – UMN
- Urgent
- Life Threatening

II. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a primary focus on individuals participating in the HCBS waiver program or receiving other long-term care services through KanCare.

The KanCare Ombudsman Office assists KanCare beneficiaries and applicants with access, service and benefit problems. The office:

- assists KanCare members with seeking resolution to complaints or concerns regarding their interaction with their KanCare plan.
- helps applicants with information, resources and in-person assistance with the KanCare application and renewal process
- provides information about the KanCare grievance and appeal process that is available through the KanCare plans and the State fair hearing process

The Centers for Medicare and Medicaid Services [Special terms and Conditions \(2019\), Section 42](#) for KanCare, provides the KanCare Ombudsman program description and objectives.

This quarterly report provides updates about the KanCare Ombudsman Office activities (see the Outreach and Education section) and data information collected (starting on page 8) as the office works to serve Kansans, both beneficiaries and organizations connected to the KanCare program.

III. Accessibility by Ombudsman's Office

A. Initial Contacts

The KanCare Ombudsman office was contacted by members and applicants of KanCare (Medicaid) by phone, email, written communication, and in person during third quarter of 2019. The initial contacts have averaged over 1,000 for the last two years.

| Initial Contacts | Qtr. 1 | Qtr. 2 | Qtr. 3 | Qtr. 4 |
|------------------|--------|--------|--------|--------|
| 2014 | 545 | 474 | 526 | 547 |
| 2015 | 510 | 462 | 579 | 524 |
| 2016 | 1,130 | 846 | 687 | 523 |
| 2017 | 825 | 835 | 970 | 1,040 |
| 2018 | 1,214 | 1,059 | 1,088 | 1,124 |
| 2019 | 1,060 | 1,097 | 1,071 | |

B. Accessibility through the KanCare Ombudsman Volunteer Program

Both KanCare Ombudsman Satellite offices (in Olathe and Wichita) answer KanCare questions and help with issues as well as assist with filling out KanCare applications and providing assistance on grievances, appeals and fair hearings on the phone and in person at the offices. The Satellite offices coverage is listed below.

| | Volunteer Hours | # of Volunteers | # of hours covered/wk. | Area Codes covered |
|--------------------------|--|-----------------|------------------------|--------------------|
| Olathe Satellite Office | M: 9am-4pm T: 9am-4pm W: 10am-3pm Th: 9am-12:30pm F: 9am-12:30pm | 5 | 26 | 913, 785, 816 |
| Wichita Satellite Office | M: 9am-1pm T: 10am-2pm W: 1:30-3:30pm Th: 10am-2pm F: 9am-4:30pm | 5 | 21.5 | 316, 620 |

Information as of 10/17/19

The KanCare Ombudsman volunteers receive 30 hours of initial training and mentoring plus additional ongoing education. They have a variety of work history backgrounds; most are retired, many have a history of volunteering before and/or after retiring.

- Retired – US Marine Corps – Administration
- Retired Registered Nurse; many volunteer activities including Red Cross disaster team
- Retired management with major corporation and past CASA volunteer
- Retired Teacher and Small Business Owner
- Retired Teacher and School Principle
- Retired Pastor
- Retired law enforcement; volunteered with search and rescue team
- Variety of administrative positions; works part time; has been a volunteer long-term care Ombudsman for a local nursing facility.
- Retired PICU nurse
- Social Work Student

IV. Outreach by Ombudsman's office

The KanCare Ombudsman Office is responsible to help beneficiaries understand the KanCare system and provide training and outreach to community organizations to directly help beneficiaries. The office does this through education and training.

A. Outreach through Collaboration and Education

The Ombudsman office provided 6 educational outreach events during third quarter. The highlight was the Kansas Midwest Ability Summit in Overland Park in August.

B. Outreach through Publications

The KanCare Ombudsman office provided three publication outreaches during third quarter. One example was providing an advertisement in the Golden Years Newspaper for Franklin, Osage, Anderson, Linn, and Coffey Counties for the July, August, and September 2019 editions.

C. Outreach through Collaboration and Training

The KanCare Ombudsman office provided seven outreaches to community partners during third quarter, including event booths for all MCO training and KanCare Ombudsman Liaison training.

For the full listing see Appendix A

V. Data by Ombudsman Office

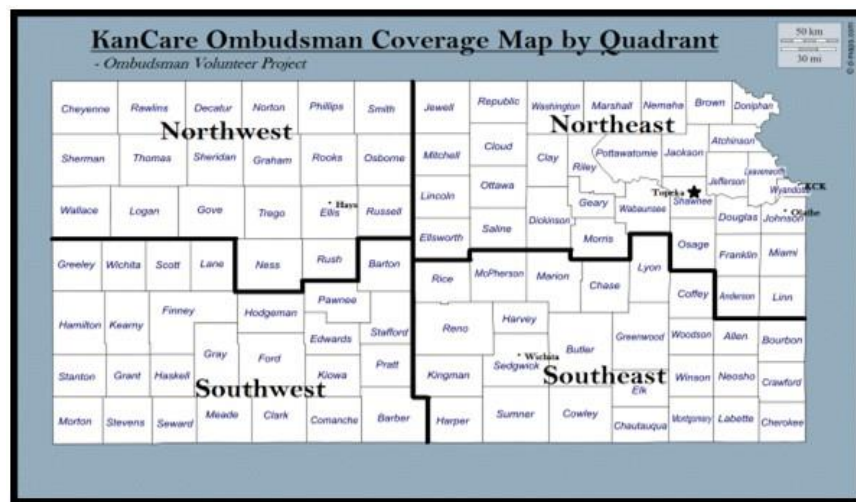
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue category, action taken and priority.

A. Data by Region

1. Initial Contacts to KanCare Ombudsman Office by Region

The KanCare Ombudsman coverage is divided into four regions. The map directly below shows the counties included in each region. The north/south dividing line is based on the state area codes coverage (785 and 620).

- 785, 913 and 816 area code calls go to the Olathe Satellite office.
- 316 and 620 area code calls go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls go to the Topeka (main) office.



Most calls are coming from the east side of the state which also ties to the Medicaid members within the state (see chart below) and the population density of Kansas (see page 9).

Ombudsman Office Calls by Region

| Region | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Northeast | 157 | 220 | 238 | 187 | 183 | 210 | 174 |
| Southeast | 59 | 135 | 163 | 244 | 205 | 129 | 126 |
| Northwest | 14 | 16 | 10 | 14 | 7 | 20 | 11 |
| Southwest | 14 | 18 | 14 | 29 | 19 | 24 | 17 |
| Out of State | 14 | 17 | 21 | 17 | 16 | 8 | 4 |
| Not Identified | 955 | 653 | 639 | 633 | 630 | 706 | 739 |
| Total | 1,213 | 1,059 | 1,085 | 1,124 | 1,060 | 1,097 | 1,071 |

2. KanCare/Medicaid Members by Region

This chart shows the KanCare/Medicaid population by the KanCare Ombudsman regions. The majority of the Medicaid population is located in the eastern two regions.

Medicaid

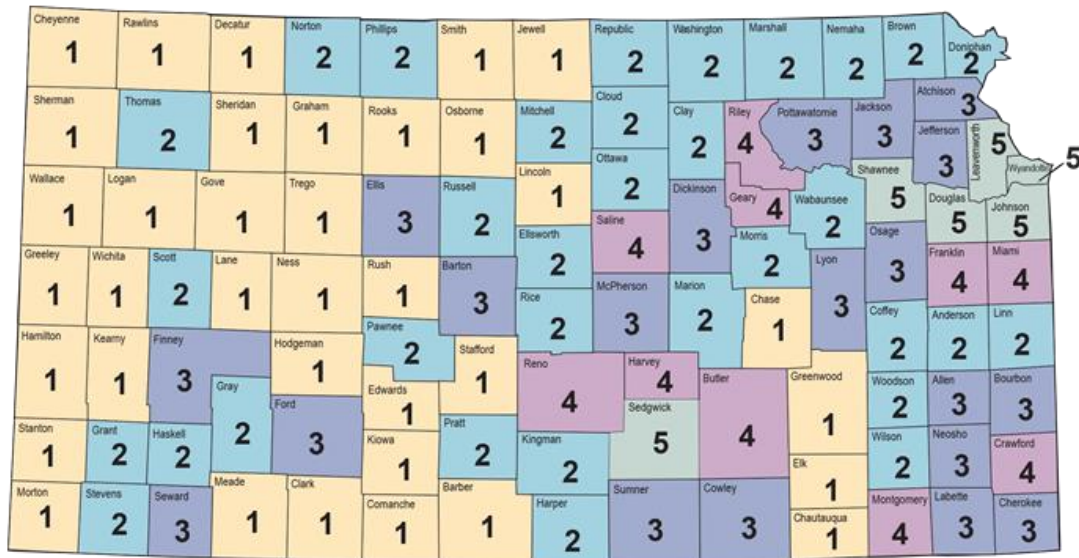
| Region | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--------------|----------------|----------------|----------------|----------------|
| Northeast | 194,798 | 205,267 | 179,011 | 188,184 |
| Southeast | 175,370 | 185,683 | 160,821 | 169,598 |
| Northwest | 12,488 | 13,240 | 11,575 | 12,163 |
| Southwest | 38,023 | 40,073 | 34,613 | 36,291 |
| Total | 420,679 | 444,263 | 386,020 | 406,236 |

Data as of end of September 2019

3. Kansas Population Density

This chart shows the population density of Kansas and helps in understanding why most of the Medicaid population and KanCare Ombudsman calls are from the eastern part of Kansas.

Based on 2015 Census data – www.KCDCinfo.ks.gov Kansas Population Density map using number of people per square mile (ppsm)



5 Urban - 150+ ppsm

4 Semi-Urban - 40-149.9 ppsm

3 Densely-Settled Rural - 20 to 39.9 ppsm

2 Rural - 6 to 19.9 ppsm

1 Frontier - less than 6 ppsm

B. Data by Office Location

Initial phone calls to the KanCare Ombudsman toll-free number (1-855-643-8180) are sent directly to one of three KanCare Ombudsman offices based on the area code the call is coming from. Olathe receives 913, 785 and 816 area code calls. Wichita receives 620 and 316 area code calls. All other toll-free calls go to the Main office (Topeka). People also may call all three offices directly; the direct phone numbers for the satellite offices are listed on the KanCare Ombudsman webpage, Contact Us.

The Topeka office is significantly up in calls while Wichita is significantly down in calls. This is due to a new staff person in Wichita. During her training, extra calls were sent to the Topeka office.

| Contacts by Office | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Main - Topeka | 772 | 619 | 491 | 546 | 561 | 620 | 733 |
| Olathe | 68 | 81 | 223 | 177 | 166 | 213 | 212 |
| Wichita | 374 | 359 | 371 | 401 | 333 | 264 | 126 |
| Total | 1,214 | 1,059 | 1,085 | 1,124 | 1,060 | 1,097 | 1,071 |

C. Data by Contact Method

There is a new listing below called Social Media. Since the KanCare Ombudsman office is on Facebook, we anticipate there may be instances when people will contact us for help through Facebook.

Face-to-face contacts are usually through:

- walk-in assistance at the satellite offices in Olathe and Wichita.
- Assistance to Kansas Department of Aging and Disability Services (KDADS) walk-ins in Topeka who need help with Medicaid related questions.
- people with personal concerns who attend KanCare public meetings. The KanCare Ombudsman office tries to attend most of these and be available to answer individual questions/issues that may come up.

| Contact Method | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Telephone | 1,090 | 930 | 909 | 939 | 898 | 948 | 956 |
| Email | 112 | 119 | 153 | 161 | 152 | 138 | 107 |
| Letter | 2 | 1 | 2 | 3 | 1 | 5 | 2 |
| Face-to-Face Meeting | 7 | 9 | 22 | 20 | 12 | 6 | 5 |
| Other | 2 | 0 | 2 | 1 | 5 | 0 | 0 |
| Social Media | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| CONTACT METHOD TOTAL | 1,213 | 1,059 | 1,088 | 1,124 | 1,068 | 1,097 | 1,071 |

D. Data by Caller Type

Most contacts are consumers which includes beneficiaries, family member, friend, etc. The “Other type” callers are usually state employees, lawyers, schools, and students/researchers looking for data.

Provider issues are a combination of providers calling to assist a member or applicant having issues, or provider billing issues which we forward to KDHE.

| Caller Type | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Provider | 96 | 81 | 99 | 93 | 93 | 69 | 112 |
| Consumer | 1,065 | 943 | 899 | 977 | 920 | 939 | 901 |
| MCO Employee | 6 | 4 | 5 | 4 | 8 | 11 | 1 |
| Other Type | 46 | 31 | 85 | 50 | 47 | 78 | 57 |
| CALLER TYPE TOTAL | 1,213 | 1,059 | 1,088 | 1,124 | 1,068 | 1,097 | 1,071 |

E. Data by Program Type

The top program types that we receive calls for are three of the Home and Community Based Services waivers (Physical Disability, Intellectual/Developmental Disability, and Frail Elderly) and nursing facility concerns.

Five program types have been added (highlighted in gray):

- Foster Care
- MediKan
- Institutional Transition from
 - Long Term Care/Nursing Facility (LTC/NF)
 - Mental Health/Behavioral Health (MH/BH)
 - Prison/Jail

| PROGRAM TYPE | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|---|------------|------------|------------|------------|------------|------------|------------|
| PD | 51 | 27 | 28 | 37 | 40 | 32 | 21 |
| I/DD | 29 | 27 | 36 | 32 | 30 | 36 | 37 |
| FE | 27 | 22 | 30 | 31 | 25 | 20 | 43 |
| AUTISM | 1 | 1 | 2 | 4 | 3 | 4 | 1 |
| SED | 9 | 2 | 8 | 7 | 5 | 7 | 13 |
| TBI | 7 | 10 | 9 | 6 | 13 | 11 | 7 |
| TA | 5 | 3 | 7 | 3 | 5 | 7 | 7 |
| WH | 5 | 4 | 6 | 5 | 2 | 5 | 1 |
| PACE | 0 | 0 | 0 | 0 | 2 | 1 | 2 |
| MENTAL HEALTH | 2 | 1 | 3 | 2 | 2 | 5 | 2 |
| SUB USE DIS | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| NURSING FACILITY | 47 | 39 | 28 | 41 | 33 | 27 | 27 |
| FOSTER CARE | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MEDIKAN | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| INSTITUTIONAL TRANSITION FROM LTC/NF | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| INSTITUTIONAL TRANSITION FROM MH/BH | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM PRISON/JAIL | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PROGRAM TYPE TOTAL | 184 | 136 | 157 | 168 | 161 | 155 | 173 |

There may be multiple selections for a member/contact.

F. **NEW! Data by Priorities**

This is new data that is now available. The Ombudsman Office is tracking priorities for two purposes:

1. This allows our staff and volunteers to pull up pending cases, review their status and possibly request an update from the partnering organization that we have requested assistance from.
2. This helps provide information on the more complex cases that are worked by the Ombudsman Office.

The priorities are defined as follows:

- HCBS – Home and Community Based Services
- Long Term Care/NF – Long Term Care/Nursing Facility
- Urgent Medical Need – 1) there is a medical need, 2) if the need is not resolved in 5-10 days, the person could end up in the hospital.
- Urgent – non-medical need that needs to be resolved in the next 7-10 days; could be eviction from home or nursing facility or urgent financial.
- Life Threatening – If not resolved in 1-4 days person's life could be endangered. (should not be used very often.)

| Priorities | Q3/19 |
|---------------------|------------|
| HCBS | 64 |
| Long Term Care /NF | 15 |
| Urgent Medical Need | 23 |
| Urgent | 36 |
| Life Threatening | 9 |
| Total | 147 |

There may be multiple selections for a member/contact.

G. **Data by Issue Categories**

The Issue Categories have been divided into three groups for easier tracking and reporting purposes. The three groups are:

- **Medicaid Issues**
- **Home and Community Based Services/Long Term Services (HCBS/LTSS),**
- **Other Issues.**

Other Issues may be Medicaid related but are tied to a non-Medicaid program or issue that is worthy of tracking.

1. Medicaid Issues

Seven issues were added to this section and are highlighted in gray. The top issues are still application assistance, eligibility and renewal issues. Billing issues jumped from 2nd quarter to 3rd quarter.

| MEDICAID ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Access to Providers (usually Medical) | 4 | 2 | 8 | 10 | 11 | 14 | 26 |
| Appeals/Fair Hearing questions/issues | 46 | 26 | 38 | 16 | 17 | 12 | 10 |
| Background Checks | 4 | 0 | 1 | 0 | 2 | 1 | 0 |
| Billing | 40 | 26 | 33 | 19 | 30 | 29 | 54 |
| Care Coordinator Issues | 10 | 11 | 7 | 14 | 18 | 5 | 15 |
| Change MCO | 12 | 7 | 5 | 37 | 12 | 10 | 4 |
| Choice Info on MCO | 3 | 3 | 3 | 20 | 7 | 8 | 3 |
| Coding Issues | 32 | 9 | 11 | 21 | 15 | 11 | 9 |
| Consumer said Notice not received | 16 | 6 | 15 | 13 | 6 | 7 | 3 |
| Cultural Competency | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Data Requests | 3 | 2 | 4 | 0 | 2 | 4 | 0 |
| Dental | 10 | 9 | 6 | 7 | 11 | 6 | 6 |
| Division of Assets | 10 | 3 | 5 | 11 | 8 | 11 | 13 |
| Durable Medical Equipment | 1 | 4 | 9 | 13 | 4 | 5 | 3 |
| Grievances Questions/Issues | 28 | 35 | 23 | 12 | 12 | 19 | 26 |
| Help understanding mail (NOA) | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| MCO transition | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Medicaid Application Assistance | 185 | 135 | 144 | 174 | 171 | 137 | 130 |
| Medicaid Eligibility Issues | 209 | 219 | 183 | 187 | 152 | 145 | 147 |
| Medicaid Fraud | 3 | 2 | 2 | 5 | 1 | 4 | 3 |
| Medicaid General Issues/questions | 63 | 186 | 200 | 256 | 273 | 254 | 183 |
| Medicaid info (status) update | 210 | 217 | 196 | 187 | 124 | 175 | 149 |
| Medicaid Renewal | 103 | 58 | 39 | 24 | 56 | 119 | 84 |
| Medical Card issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Medicare Savings Plan Issues | 19 | 17 | 20 | 25 | 22 | 29 | 62 |
| MediKan issues | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Moving to / from Kansas | 16 | 14 | 21 | 19 | 20 | 17 | 18 |
| Medical Services | 23 | 27 | 11 | 13 | 18 | 10 | 13 |
| Pain management issues | 0 | 0 | 0 | 1 | 5 | 1 | 0 |
| Pharmacy | 16 | 1 | 2 | 11 | 18 | 16 | 10 |
| Pregnancy issues | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Prior authorization issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Refugee/Immigration/SOBRA issues | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Respite | 0 | 1 | 0 | 1 | 1 | 0 | 0 |
| Spend Down Issues | 28 | 32 | 24 | 28 | 29 | 21 | 34 |
| Transportation | 16 | 10 | 9 | 12 | 11 | 9 | 14 |
| Working Healthy | 3 | 6 | 8 | 9 | 3 | 5 | 5 |
| MEDICAID ISSUES TOTAL | 1,113 | 1,068 | 1,027 | 1,145 | 1,059 | 1,084 | 1,043 |

There may be multiple selections for a member/contact.

2. HCBS/LTSS Issues

The top two issues for this group are Nursing Facility issues and HCBS General Issues. (HCBS stands for Home and Community Based Services)

| HCBS/LTSS ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|------------------------------------|------------|------------|------------|------------|------------|------------|------------|
| Client Obligation | 53 | 35 | 24 | 27 | 22 | 19 | 27 |
| Estate Recovery | 10 | 4 | 10 | 8 | 4 | 9 | 10 |
| HCBS Eligibility issues | 46 | 28 | 37 | 34 | 35 | 33 | 46 |
| HCBS General Issues | 36 | 35 | 60 | 49 | 62 | 47 | 65 |
| HCBS Reduction in hours of service | 7 | 2 | 3 | 2 | 6 | 3 | 3 |
| HCBS Waiting List | 4 | 4 | 4 | 10 | 6 | 7 | 8 |
| Nursing Facility Issues | 20 | 19 | 23 | 24 | 36 | 39 | 54 |
| HCBS/LTSS ISSUES TOTAL | 176 | 127 | 161 | 154 | 171 | 157 | 213 |

There may be multiple selections for a member/contact.

3. Other Issues

There are six new issues created during this quarter (highlighted in gray) to help better understand concerns that may be *related* to Medicaid.

| OTHER ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|----------------------------|------------|------------|------------|------------|------------|------------|------------|
| Abuse / neglect complaints | 10 | 10 | 7 | 2 | 8 | 6 | 4 |
| ADA Concerns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adoption issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Affordable Care Act Calls | 15 | 12 | 9 | 8 | 5 | 5 | 3 |
| Community Resources needed | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Domestic Violence concerns | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Foster Care issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Guardianship | 3 | 6 | 5 | 5 | 1 | 1 | 2 |
| Homelessness | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Housing Issues | 7 | 8 | 7 | 4 | 5 | 5 | 7 |
| Medicare related Issues | 17 | 23 | 26 | 31 | 18 | 15 | 18 |
| Social Security Issues | 9 | 13 | 12 | 24 | 16 | 15 | 19 |
| Used Interpreter | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| X-Other | 213 | 114 | 132 | 135 | 134 | 119 | 114 |
| Z Thank you | 558 | 510 | 482 | 498 | 408 | 399 | 349 |
| Z Unspecified | 78 | 68 | 72 | 80 | 97 | 110 | 137 |
| OTHER ISSUES TOTAL | 910 | 764 | 752 | 787 | 692 | 675 | 660 |

There may be multiple selections for a member/contact.

H. Data by Managed Care Organization – See Appendix B

(pages 21-29)

VI. Action Taken

This section reflects the action taken by the KanCare Ombudsman Office and the related organizations assisting the KanCare Ombudsman Office. This section shows data on:

- response rates for the KanCare Ombudsman office
- response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
- how contacts are resolved

A. Responding to Issues

1. Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. Third quarter response within 0-2 days increased by four percentage points.

| <u>Quarter</u> <u>yr.</u> | <u>Nbr.</u> <u>Contacts</u> | <u>%</u> <u>Responded</u> <u>0-2 Days</u> | <u>%</u> <u>Responded</u> <u>in 3-7 Days</u> | <u>%</u> <u>Response</u> <u>8 or More</u> <u>Days</u> |
|------------------------------|--------------------------------|---|--|--|
| Q1/2018 | 1,213 | 82% | 17% | 1% |
| Q2/2018 | 1,059 | 90% | 10% | 1% |
| Q3/2018 | 1,088 | 87% | 12% | 1% |
| Q4/2018 | 1,124 | 86% | 14% | 0% |
| Q1/2019 | 1,068 | 88% | 11% | 1% |
| Q2/2019 | 1,096 | 91% | 8% | 1% |
| Q3/2019 | 1,070 | 95% | 4% | 1% |

Chart reflects calendar day response time.

2. Organizational response to Ombudsman requests

The KanCare Ombudsman office sends requests for review and assistance to various KanCare/related organizations. The following information provides data on the resolution rate for issues that have been referred.

Q3, 2019

| <u>Nbr Referrals</u> | <u>Referred to</u> | <u>% Resolved 0-2 Days</u> | <u>% Resolved 3-7 Days</u> | <u>% Resolved 7-30 Days</u> | <u>% Resolved 31 or More Days</u> |
|--------------------------|----------------------------|------------------------------------|------------------------------------|---|---|
| 94 | Clearinghouse | 62% | 22% | 14% | 2% |
| 3 | DCF | 0% | 100% | 0% | 0% |
| 2 | KDADS-Behavior Health | 50% | 50% | 0% | 0% |
| 9 | KDADS-HCBS | 89% | 11% | 0% | 0% |
| 2 | KDADS-Health Occ. Cred. | 100% | 0% | 0% | 0% |
| 11 | KDHE-Eligibility | 82% | 9% | 9% | 0% |
| 5 | KDHE-Program Staff | 40% | 40% | 20% | 0% |
| 9 | KDHE-Provider Contact | 67% | 22% | 11% | 0% |
| 1 | KMAP | 100% | 0% | 0% | 0% |
| 11 | Aetna | 64% | 9% | 18% | 9% |
| 2 | Amerigroup | 100% | 0% | 0% | 0% |
| 8 | Sunflower | 63% | 25% | 13% | 0% |
| 6 | UnitedHealthcare | 67% | 33% | 0% | 0% |

B. Resolving requests

1. Action Taken by KanCare Ombudsman Office to resolve requests

86% (or 4 out of 5) of initial calls were resolved by providing some type of resource, for example the KanCare Ombudsman office contacted another organization to resolve the issue, shared resources through mailings, provided referrals to other organizations, etc.

Note: The totals will not match “Initial Contacts chart” because not all cases are closed at the end of the quarter. This must be filled in before closing a case.

| Action Taken Resolution Type | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|---|------------|------------|------------|--------------|--------------|--------------|--------------|
| Questions/Issue Resolved (No Resources) | 105 | 69 | 76 | 106 | 94 | 85 | 68 |
| Used Contact or Resources/Issue Resolved | 766 | 675 | 776 | 874 | 837 | 871 | 906 |
| Closed (No Contact) | 101 | 133 | 115 | 134 | 126 | 122 | 74 |
| ACTION TAKEN RESOLUTION TYPE TOTAL | 972 | 877 | 967 | 1,114 | 1,057 | 1,078 | 1,048 |

There may be multiple selections for a member/contact

2. Referred Beneficiary to an Organization for Assistance

This chart provides information on when our office tells a member, “This is who you need to call and here is the phone number.” It may also be used if we contact an organization that is not listed in the section to track dates. This is usually “State or Community Agency.”

| Action Taken Refer Caller to Organization | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--|------------|------------|------------|------------|
| Clearinghouse | 316 | 249 | 283 | 257 |
| KDADS-Behavior Health | 0 | 1 | 3 | 1 |
| KDADS-HCBS | 18 | 22 | 15 | 13 |
| KDADS-Health Occ. Cred. | 0 | 1 | 1 | 4 |
| KDHE | 18 | 12 | 13 | 13 |
| KMAP | 9 | 8 | 0 | 7 |
| DCF | 10 | 3 | 2 | 1 |
| Aetna | 11 | 18 | 4 | 13 |
| Amerigroup | 19 | 1 | 0 | 2 |
| Sunflower | 23 | 19 | 9 | 15 |
| UnitedHealthcare | 20 | 24 | 13 | 5 |
| State or Community Agency | 142 | 121 | 84 | 57 |
| Disability Rights and/or KLS | 9 | 8 | 2 | 3 |
| ACTION TAKEN REFER CALLER TO ORGANIZATION TOTAL | 595 | 487 | 429 | 391 |

There may be multiple selections for a member/contact.

3. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue remained relatively the same over the last four quarters. The improvement in 3rd quarter, 2018 was due to clarification for staff and volunteers to close a case based on resolution date or if no response, on the date last contacted. Prior to this, cases were closed by many at the end of the quarter when I sent out the reminder to close cases.

The percentage for closing cases in 8 or more days increased by three percentage points. Our office believes this is due, in part, by more complex calls coming to the Ombudsman Office.

| <u>Quarter yr.</u> | <u>Nbr. Contacts</u> | <u>Avg Days To Complete</u> | <u>% Completed 0-2 Days</u> | <u>% Completed in 3-7 Days</u> | <u>% Completed 8 or More Days</u> |
|------------------------|--------------------------|-------------------------------------|-------------------------------------|--|---|
| Q1/2018 | 1,069 | 12 | 56% | 17% | 28% |
| Q2/2018 | 1,036 | 10 | 60% | 13% | 27% |
| Q3/2018 | 1,043 | 4 | 72% | 17% | 11% |
| Q4/2018 | 1,107 | 4 | 71% | 18% | 11% |
| Q1/2019 | 1,051 | 5 | 71% | 17% | 13% |
| Q2/2019 | 1,018 | 4 | 75% | 13% | 13% |
| Q3/2019 | 982 | 4 | 76% | 10% | 14% |

VII. Enhancements or New Activities

The enhancement for third quarter:

- Additional data tracked starting part-way through third quarter.
 - New data section called Priorities (page 13-top of page).
 - Issues Category now in three parts: Medicaid Issues, HCBS/LTSS Issues, and Other Issues
 - Several new items listed under the Issues Category (pages 13-15)

VIII. Appendix A - Outreach by Ombudsman's office

This is a listing of the KanCare Ombudsman Outreach to members and community by way of participation in conferences where members and/or providers attend, newsletters, social media, training events, public comments sessions by the state for KanCare related issues, etc.

A. Outreach through Collaboration and Education

This outreach includes Community Events/Presentations such as education, networking and referrals.

- Midwest Ability Summit - event booth (Overland Park, KS) (August 24, 2019)
- KU Volunteer Fair – event booth (Lawrence, KS) (August 26, 2019)
- Together We Can Learn event booth (Overland Park, KS) (September 28, 2019)
- Kansas Midwest Ability Summit - event booth (Overland Park, KS) (8-24-19)
- Community Block Party at The Center – event booth (Sept 7, 2019) (Wichita)

B. Outreach through Print Media and Social Media

- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (July, August, September 2019)
- Provided brochures and applications to two Wichita community organizations (Aug 2019)
- Facebook posts on the KanCare Ombudsman Facebook approximately 1-2 a week during quarter.

C. Outreach through Collaboration and Training

- Participating in MCO Training- event booth (Olathe, KS - July 16, 2019) (Wichita, KS – July 10, 2019)
- KanCare Application Training - Victory Hills Assisted Living (Kansas City, KS) (August 22, 2019)
- Medicaid Liaison Training; Marion County Department on Aging and other community organization staff members from surrounding counties; 7-30-19 (Newton, KS) (Harvey Co.) (In-person training):
- Medicaid Liaison Training; Cloud Co. Health Dept. and other community organization staff members from surrounding counties; 8-1-19 (Concordia, KS) (Cloud Co.) (In-person training)
- Medicaid Liaison Training; Phillips County Retirement Center and other community organization staff members from surrounding counties; 9-6-19 (Phillipsburg, KS) (Phillips Co.) (In-person training)
- Kansas Conference on Poverty - event booth (Topeka, KS) (7-17-19 & 7-18-19)

IX. Appendix B – Information by Managed Care Organization

A. Aetna-Issue Categories

| MEDICAID ISSUES | Q1/19 | Q2/19 | Q3/19 |
|---------------------------------------|--------------|--------------|--------------|
| Access to Providers (usually Medical) | 2 | 2 | 4 |
| Appeals/Fair Hearing questions/issues | 0 | 1 | 1 |
| Background Checks | 0 | 0 | 0 |
| Billing | 3 | 0 | 5 |
| Care Coordinator Issues | 10 | 1 | 4 |
| Change MCO | 4 | 3 | 2 |
| Choice Info on MCO | 2 | 0 | 2 |
| Coding Issues | 1 | 0 | 1 |
| Consumer said Notice not received | 0 | 1 | 0 |
| Cultural Competency | 0 | 0 | 0 |
| Data Requests | 0 | 0 | 0 |
| Dental | 3 | 0 | 2 |
| Division of Assets | 0 | 0 | 0 |
| Durable Medical Equipment | 1 | 2 | 2 |
| Grievances Questions/Issues | 2 | 2 | 4 |
| Help understanding mail (NOA) | 0 | 0 | 0 |
| MCO transition | 0 | 0 | 1 |
| Medicaid Application Assistance | 2 | 1 | 1 |
| Medicaid Eligibility Issues | 5 | 7 | 2 |
| Medicaid Fraud | 0 | 0 | 0 |
| Medicaid General Issues/questions | 16 | 18 | 5 |
| Medicaid info (status) update | 4 | 1 | 3 |
| Medicaid Renewal | 1 | 12 | 3 |
| Medical Card issues | 0 | 0 | 0 |
| Medicare Savings Plan Issues | 2 | 1 | 0 |
| MediKan issues | 0 | 0 | 0 |
| Moving to / from Kansas | 0 | 0 | 1 |
| Medical Services | 3 | 4 | 4 |
| Pain management issues | 0 | 1 | 0 |
| Pharmacy | 4 | 3 | 1 |
| Pregnancy issues | 0 | 0 | 0 |
| Prior authorization issues | 0 | 0 | 0 |
| Refugee/Immigration/SOBRA issues | 0 | 0 | 0 |
| Respite | 0 | 0 | 0 |
| Spend Down Issues | 1 | 3 | 2 |
| Transportation | 4 | 0 | 4 |
| Working Healthy | 0 | 0 | 0 |
| MEDICAID ISSUES TOTAL | 70 | 63 | 54 |

There may be multiple selections for a member/contact.

| HCBS/LTSS ISSUES | Q1/19 | Q2/19 | Q3/19 |
|------------------------------------|-----------|-----------|-----------|
| Client Obligation | 2 | 3 | 2 |
| Estate Recovery | 0 | 0 | 0 |
| HCBS Eligibility issues | 5 | 3 | 3 |
| HCBS General Issues | 7 | 5 | 7 |
| HCBS Reduction in hours of service | 0 | 0 | 1 |
| HCBS Waiting List | 2 | 0 | 0 |
| Nursing Facility Issues | 0 | 1 | 3 |
| HCBS/LTSS ISSUES TOTAL | 16 | 12 | 16 |

| OTHER ISSUES | Q1/19 | Q2/19 | Q3/19 |
|----------------------------|-----------|-----------|-----------|
| Abuse / neglect complaints | 0 | 0 | 0 |
| ADA Concerns | 0 | 0 | 0 |
| Adoption issues | 0 | 0 | 0 |
| Affordable Care Act Calls | 0 | 0 | 0 |
| Community Resources needed | 0 | 0 | 0 |
| Domestic Violence concerns | 0 | 0 | 0 |
| Foster Care issues | 0 | 0 | 0 |
| Guardianship | 0 | 0 | 0 |
| Homelessness | 0 | 0 | 0 |
| Housing Issues | 0 | 0 | 1 |
| Medicare related Issues | 0 | 1 | 4 |
| Social Security Issues | 1 | 1 | 0 |
| Used Interpreter | 0 | 0 | 0 |
| X-Other | 14 | 6 | 6 |
| Z Thank you | 26 | 32 | 27 |
| Z Unspecified | 1 | 1 | 3 |
| Health Homes | 0 | 0 | 0 |
| OTHER ISSUES TOTAL | 42 | 41 | 41 |

There may be multiple selections for a member/contact.

B. Aetna–Program Type

| PROGRAM TYPE | Q1/19 | Q2/19 | Q3/19 |
|---|--------------|--------------|--------------|
| PD | 3 | 2 | 1 |
| I/DD | 1 | 4 | 2 |
| FE | 2 | 1 | 3 |
| AUTISM | 0 | 0 | 0 |
| SED | 0 | 1 | 0 |
| TBI | 2 | 3 | 2 |
| TA | 2 | 1 | 2 |
| WH | 0 | 0 | 0 |
| MFP | 0 | 0 | 0 |
| PACE | 0 | 0 | 0 |
| MENTAL HEALTH | 0 | 0 | 2 |
| SUB USE DIS | 0 | 0 | 0 |
| NURSING FACILITY | 0 | 2 | 1 |
| FOSTER CARE | 0 | 0 | 0 |
| MEDIKAN | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM LTC/NF | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM MH/BH | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM PRISON/JAIL | 0 | 0 | 0 |
| PROGRAM TYPE TOTAL | 10 | 14 | 13 |

There may be multiple selections for a member/contact.

C. Sunflower–Issue Category

| MEDICAID ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Access to Providers (usually Medical) | 3 | 1 | 4 | 5 | 4 | 3 | 5 |
| Appeals/Fair Hearing questions/issues | 0 | 4 | 5 | 0 | 1 | 3 | 0 |
| Background Checks | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Billing | 8 | 6 | 6 | 2 | 4 | 7 | 6 |
| Care Coordinator Issues | 2 | 2 | 0 | 2 | 2 | 4 | 5 |
| Change MCO | 3 | 2 | 1 | 3 | 2 | 1 | 1 |
| Choice Info on MCO | 0 | 0 | 0 | 1 | 1 | 1 | 0 |
| Coding Issues | 7 | 2 | 1 | 5 | 4 | 3 | 0 |
| Consumer said Notice not received | 1 | 2 | 3 | 4 | 0 | 0 | 0 |
| Cultural Competency | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Data Requests | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dental | 3 | 1 | 0 | 4 | 0 | 2 | 0 |
| Division of Assets | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Durable Medical Equipment | 1 | 1 | 0 | 2 | 0 | 0 | 0 |
| Grievances Questions/Issues | 2 | 5 | 5 | 4 | 0 | 6 | 6 |
| Help understanding mail (NOA) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MCO transition | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Medicaid Application Assistance | 2 | 2 | 0 | 1 | 1 | 0 | 1 |
| Medicaid Eligibility Issues | 8 | 13 | 10 | 11 | 14 | 5 | 3 |
| Medicaid Fraud | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| Medicaid General Issues/questions | 7 | 9 | 13 | 17 | 18 | 6 | 7 |
| Medicaid info (status) update | 7 | 5 | 9 | 5 | 4 | 8 | 4 |
| Medicaid Renewal | 3 | 6 | 4 | 4 | 4 | 10 | 6 |
| Medical Card issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Medicare Savings Plan Issues | 2 | 2 | 3 | 0 | 0 | 0 | 2 |
| MediKan issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Moving to / from Kansas | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Medical Services | 4 | 4 | 0 | 3 | 5 | 3 | 2 |
| Pain management issues | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Pharmacy | 2 | 0 | 0 | 5 | 6 | 2 | 0 |
| Pregnancy issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prior authorization issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refugee/Immigration/SOBRA issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Respite | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Spend Down Issues | 0 | 3 | 1 | 3 | 2 | 0 | 3 |
| Transportation | 2 | 1 | 1 | 2 | 2 | 1 | 2 |
| Working Healthy | 0 | 1 | 1 | 1 | 1 | 0 | 1 |
| MEDICAID ISSUES TOTAL | 70 | 72 | 67 | 86 | 77 | 65 | 56 |

There may be multiple selections for a member/contact.

| HCBS/LTSS ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Client Obligation | 5 | 3 | 4 | 1 | 1 | 0 | 4 |
| Estate Recovery | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HCBS Eligibility issues | 8 | 5 | 8 | 3 | 5 | 5 | 6 |
| HCBS General Issues | 12 | 3 | 9 | 8 | 7 | 9 | 6 |
| HCBS Reduction in hours of service | 1 | 0 | 0 | 1 | 2 | 1 | 0 |
| HCBS Waiting List | 0 | 0 | 0 | 1 | 1 | 1 | 1 |
| Nursing Facility Issues | 1 | 0 | 3 | 0 | 0 | 1 | 1 |
| HCBS/LTSS ISSUES TOTAL | 27 | 11 | 24 | 14 | 16 | 17 | 18 |

| OTHER ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Abuse / neglect complaints | 2 | 0 | 0 | 1 | 0 | 0 | 1 |
| ADA Concerns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adoption issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Affordable Care Act Calls | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Community Resources needed | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Domestic Violence concerns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Foster Care issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Guardianship | 0 | 1 | 1 | 1 | 0 | 0 | 0 |
| Homelessness | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Housing Issues | 1 | 0 | 0 | 2 | 0 | 0 | 0 |
| Medicare related Issues | 0 | 3 | 3 | 2 | 1 | 0 | 0 |
| Social Security Issues | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| Used Interpreter | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| X-Other | 8 | 9 | 8 | 15 | 10 | 8 | 5 |
| Z Thank you | 49 | 27 | 49 | 41 | 34 | 29 | 23 |
| Z Unspecified | 0 | 2 | 0 | 5 | 3 | 4 | 2 |
| Health Homes | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| OTHER ISSUES TOTAL | 61 | 42 | 62 | 68 | 48 | 42 | 31 |

There may be multiple selections for a member/contact.

D. Sunflower-Program Type

| PROGRAM TYPE | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| PD | 13 | 5 | 7 | 6 | 2 | 5 | 5 |
| I/DD | 5 | 3 | 4 | 3 | 5 | 4 | 4 |
| FE | 5 | 2 | 0 | 2 | 3 | 2 | 6 |
| AUTISM | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| SED | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| TBI | 1 | 0 | 3 | 3 | 4 | 2 | 0 |
| TA | 2 | 0 | 0 | 0 | 1 | 0 | 2 |
| WH | 1 | 1 | 1 | 0 | 1 | 1 | 0 |
| MFP | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| PACE | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MENTAL HEALTH | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SUB USE DIS | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NURSING FACILITY | 4 | 1 | 3 | 0 | 0 | 1 | 0 |
| FOSTER CARE | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MEDIKAN | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM LTC/NF | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM MH/BH | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM PRISON/JAIL | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PROGRAM TYPE TOTAL | 32 | 12 | 20 | 15 | 16 | 15 | 18 |

There may be multiple selections for a member/contact.

E. UnitedHealthcare-Issue Category

| MEDICAID ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Access to Providers (usually Medical) | 0 | 0 | 0 | 0 | 2 | 2 | 4 |
| Appeals/Fair Hearing questions/issues | 4 | 2 | 5 | 2 | 1 | 1 | 1 |
| Background Checks | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Billing | 6 | 3 | 9 | 2 | 1 | 2 | 4 |
| Care Coordinator Issues | 4 | 4 | 3 | 4 | 5 | 0 | 1 |
| Change MCO | 2 | 1 | 0 | 3 | 2 | 3 | 0 |
| Choice Info on MCO | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| Coding Issues | 2 | 0 | 1 | 3 | 3 | 1 | 1 |
| Consumer said Notice not received | 0 | 0 | 1 | 2 | 0 | 0 | 1 |
| Cultural Competency | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Data Requests | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Dental | 0 | 1 | 0 | 2 | 3 | 1 | 1 |
| Division of Assets | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Durable Medical Equipment | 0 | 0 | 0 | 1 | 2 | 1 | 1 |
| Grievances Questions/Issues | 3 | 3 | 4 | 0 | 4 | 0 | 2 |
| Help understanding mail (NOA) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MCO transition | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Medicaid Application Assistance | 4 | 4 | 1 | 6 | 2 | 0 | 0 |
| Medicaid Eligibility Issues | 11 | 14 | 10 | 9 | 11 | 9 | 4 |
| Medicaid Fraud | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Medicaid General Issues/questions | 4 | 7 | 10 | 18 | 20 | 10 | 10 |
| Medicaid info (status) update | 4 | 9 | 4 | 2 | 9 | 10 | 3 |
| Medicaid Renewal | 7 | 6 | 3 | 3 | 2 | 6 | 3 |
| Medical Card issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Medicare Savings Plan Issues | 4 | 1 | 1 | 1 | 0 | 0 | 1 |
| MediKan issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Moving to / from Kansas | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| Medical Services | 2 | 7 | 6 | 3 | 2 | 0 | 1 |
| Pain management issues | 0 | 0 | 0 | 1 | 2 | 0 | 0 |
| Pharmacy | 4 | 1 | 0 | 3 | 2 | 4 | 3 |
| Pregnancy issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prior authorization issues | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Refugee/Immigration/SOBRA issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Respite | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Spend Down Issues | 3 | 7 | 6 | 4 | 4 | 2 | 1 |
| Transportation | 6 | 2 | 2 | 0 | 1 | 2 | 1 |
| Working Healthy | 0 | 0 | 1 | 1 | 0 | 1 | 0 |
| MEDICAID ISSUES TOTAL | 72 | 74 | 68 | 73 | 78 | 57 | 45 |

There may be multiple selections for a member/contact.

| HCBS/LTSS ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Client Obligation | 8 | 2 | 6 | 7 | 2 | 1 | 2 |
| Estate Recovery | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HCBS Eligibility issues | 5 | 3 | 6 | 3 | 4 | 2 | 1 |
| HCBS General Issues | 4 | 5 | 15 | 10 | 12 | 8 | 4 |
| HCBS Reduction in hours of service | 0 | 0 | 1 | 0 | 3 | 0 | 0 |
| HCBS Waiting List | 0 | 1 | 1 | 1 | 2 | 0 | 2 |
| Nursing Facility Issues | 0 | 3 | 3 | 3 | 2 | 0 | 3 |
| HCBS/LTSS ISSUES TOTAL | 17 | 14 | 32 | 24 | 25 | 11 | 12 |

| OTHER ISSUES | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Abuse / neglect complaints | 0 | 3 | 0 | 0 | 0 | 0 | 0 |
| ADA Concerns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adoption issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Affordable Care Act Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Community Resources needed | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Domestic Violence concerns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Foster Care issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Guardianship | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Homelessness | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Housing Issues | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| Medicare related Issues | 0 | 0 | 1 | 1 | 2 | 0 | 0 |
| Social Security Issues | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| Used Interpreter | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| X-Other | 9 | 3 | 4 | 9 | 11 | 7 | 2 |
| Z Thank you | 46 | 40 | 42 | 47 | 49 | 29 | 22 |
| Z Unspecified | 1 | 0 | 1 | 1 | 2 | 1 | 2 |
| Health Homes | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| OTHER ISSUES TOTAL | 57 | 47 | 49 | 59 | 64 | 38 | 27 |

There may be multiple selections for a member/contact.

F. UnitedHealthcare-Program Type

| PROGRAM TYPE | Q1/18 | Q2/18 | Q3/18 | Q4/18 | Q1/19 | Q2/19 | Q3/19 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| PD | 7 | 5 | 3 | 9 | 10 | 5 | 2 |
| I/DD | 2 | 3 | 7 | 1 | 6 | 10 | 1 |
| FE | 4 | 2 | 4 | 3 | 4 | 3 | 3 |
| AUTISM | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| SED | 1 | 0 | 4 | 1 | 2 | 1 | 0 |
| TBI | 1 | 1 | 3 | 0 | 2 | 0 | 1 |
| TA | 0 | 1 | 0 | 2 | 0 | 1 | 0 |
| WH | 2 | 1 | 1 | 0 | 0 | 0 | 0 |
| MFP | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PACE | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MENTAL HEALTH | 0 | 0 | 0 | 2 | 0 | 1 | 0 |
| SUB USE DIS | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NURSING FACILITY | 3 | 3 | 2 | 4 | 2 | 1 | 2 |
| FOSTER CARE | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MEDIKAN | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| INSTITUTIONAL TRANSITION FROM LTC/NF | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM MH/BH | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INSTITUTIONAL TRANSITION FROM PRISON/JAIL | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PROGRAM TYPE TOTAL | 20 | 16 | 24 | 22 | 27 | 22 | 10 |

There may be multiple selections for a member/contact.